GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA

UNSTARRED QUESTION NO:3828
ANSWERED ON:21.08.2003
NON-AVAILABILITY OF TTEs/ATTENDENT/SECURITY PERSONNEL IN TRAINS
AMBATI BRAHMANAIAH

Will the Minister of RAILWAYS be pleased to state:

(a) whether attendants, TTEs and Security Personnel are not available in trains particularly in AC compartments on duty during night hours;

(b) whether passengers are not woken up at proper times to dis-embark at their stations;

(c) whether passengers are frequently disturbed at night by un-authorised people;

(d) if so, the facts in this regard alongwith the reasons thereof;

(e) the action taken against the officials found negligent in their duty; and

(f) the details of guidelines issued to all zonal railways to ensure that staff remain alert at night and accessible to the passengers?

Answer

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI BANDARU DATTATRAYA)

(a) & (b) Coach Attendants remain available in Air-Conditioned Compartments. Travelling Ticket Examiners are normally required to man more than one coach and have to move for checking and other duties. Security Personnel also move for patrolling. Travelling Ticket Examiners and Coach Attendants wake up the passengers when they are to disembark at odd hours.

(c) to (e) Some instances of unauthorised entry at night come to notice. Suitable action is taken against such unauthorised persons by the train staff. The staff are also taken up when they are found negligent in their duty.

(f) Instructions are issued from time to time for providing assistance to passengers.